



DEPARTMENT OF AGING AND COMMUNITY LIVING

FY 2024 PERFORMANCE PLAN

MARCH 22, 2023

CONTENTS

Contents	2
1 Department of Aging and Community Living	3
2 Proposed 2024 Objectives	4
3 Proposed 2024 Operations	5
4 Proposed 2024 Key Performance Indicators and Workload Measures	7

1 DEPARTMENT OF AGING AND COMMUNITY LIVING

Mission: The mission of the Department of Aging and Community Living is to advocate, plan, implement, and monitor programs in health, education, and social services for the elderly; to promote longevity, independence, dignity, and choice for aged District residents, District residents with disabilities regardless of age, and caregivers; to ensure the rights of older adults and their families, and prevent their abuse, neglect, and exploitation; to uphold the core values of service excellence, respect, compassion, integrity, and accountability; and to lead efforts to strengthen service delivery and capacity by engaging community stakeholders and partners to leverage resources.

Services: DACL provides information, assistance, and outreach to District seniors, adults living with disabilities, and their caregivers in order to increase awareness and access to services and supports that will enable them to maintain their independence and quality of life in the community. The agency also offers adult day care, advocacy and legal services, caregiver respite and support, case management, education, fitness, health and wellness promotion, in-home support, long-term care counseling and support, nutrition counseling, recreation, and essential medical transportation that allow older District residents to age in place. Additionally, the agency management gives administrative support and the required tools to achieve operations and programmatic results, which is standard for all agencies using performance-based budgeting.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Customer Information, Assistance and Outreach: Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District.

Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote living well in the District.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Customer Information, Assistance and Outreach: Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District.		
Advocacy/Elder Rights	Provide legal and advocacy support and protective services for District residents age 60 or older in need of assistance with long-term care planning, quality of care disputes, estate and financial planning, and civil disputes.	Daily Service
Community Outreach and Special Events	Provide engaging socialization opportunities and community service and support awareness campaigns for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that combat social isolation, improve access to services, address the needs of LGBT seniors, and project a positive image of aging and people with disabilities.	Daily Service
Adult Protective Services	Adult Protective Services (APS) receives and investigates reports of alleged cases of abuse, neglect, and exploitation and self-neglect of vulnerable adults 18 years of age or older. APS conducts assessments and provides linkages to supports and provides services to mitigate against abuse, neglect, self-neglect, and exploitation.	Daily Service
Assistance and Referral, and Community Transition Services	Provide information on, connection to, and assistance with accessing home and community-based services, long-term care options, and public benefits for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers. Provide Community Transition Service.	Daily Service
Customer Information, Assistance and Outreach	Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District.	Daily Service
Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote living well in the District.		
Nutrition Program	Provide prepared meals, fresh foods, and nutrition assistance to District residents age 60 or older that maintains or improves health and the ability to remain independent in the community.	Daily Service
Transportation	Provide transportation services to essential non-emergency medical appointments and social/recreational group trips.	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
In-home Services	Provide in-home adaptations, homemaker services and caregiver support for District residents age 60 or older to help manage activities of daily living, keep the home safe and prevent caregiver burnout.	Daily Service
Case Management and Nursing Home Transition Services	Provide core services and supports, such as case management and counseling services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers.	Daily Service
Senior Wellness Center/Fitness & Kingdom Care Village	Provide socialization, physical fitness, and wellness programs for District residents age 60 or older that promote healthy behaviors.	Daily Service
Create and maintain a highly efficient, transparent, and responsive District government.		
Create and maintain a highly efficient, transparent, and responsive District government	Create and maintain a highly efficient, transparent, and responsive District government	Key Project

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators					
Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Customer Information, Assistance and Outreach: Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District.					
Percent of residents working with D.C. Long-Term Care Ombudsman Program that self-report a satisfactory resolution to a complaint, concern, or problem	Up is Better	84%	87%	85%	85%
Percent of callers looking for information and assistance that heard about DACL services through the agency's outreach efforts	Up is Better	35%	26%	25%	25%
Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote living well in the District.					
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Up is Better	96%	97%	90%	90%
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Up is Better	81%	89%	80%	80%
Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services	Up is Better	100%	100%	100%	100%
Percent of referrals in non-emergency cases where initial client contact and investigation takes place within ten working days by Adult Protective Services	Up is Better	100%	90%	85%	85%

Workload Measures

Measure	FY 2021	FY 2022
Adult Protective Services		
Number of court Appointed Guardians/Conservators	42	50
Number of referrals received in Adult Protective Services	1764	1,922
Number of cases investigated in Adult Protective Services	1071	1,121
Advocacy/Elder Rights		
Number of hours of advocacy and legal support provided to residents	9369.3	12,384.5
Number of hours of Long-Term Care Ombudsman services provided to residents	1339.6	1,633.6
Assistance and Referral, and Community Transition Services		
Number of clients assisted under the State Health Insurance Program	3417	3,485
Number of residents served by DACL's Medicaid Enrollment Staff	2106	1,902
Number of family/resident council meetings attended at nursing facilities (to include virtual events during the PHE)	9	276
Number of referrals from Nursing Facilities	270	315
Number of community transition team cases closed	141	139
Number of calls received for information, referral, and assistance through the Aging and Disability Resource Center.	31,628	32,386
Average days to transition from Nursing Facilities (for clients who have housing to return to)	126.5	116
Average days to transition from Nursing Facilities (for clients without housing to return to)	297.5	259.3
Community Outreach and Special Events		
Number of community outreach events held by the External Affairs and Communications Team, to include virtual programming during the public health emergency (PHE)	168	209
Number of State Health Insurance Program-specific events, to include virtual events during the PHE	6	19
Case Management and Nursing Home Transition Services		
Number of residents receiving case management	2020	886
Number of residents transitioned from an institutional setting to the community	79	133
Number of residents receiving options counseling	2506	3,161

Workload Measures (continued)

Measure	FY 2021	FY 2022
In-home Services		
Number of residents receiving homemaker services	241	254
Number of residents receiving home adaptations	958	942
Nutrition Program		
Number of residents attending community dining sites	1826	3,537
Number of residents receiving home-delivered meals	8357	5,530
Number of residents participating in Eat Well, Live Better program	Not Available	Not Available
Senior Wellness Center/Fitness & Kingdom Care Village		
Number of residents participating in Senior Wellness Center programs (not unduplicated)	1589	2,178
Number of residents participating in Kingdome Care Village	Not Available	Not Available
Transportation		
Number of residents provided transportation to medical appointments	1264	1,272
Number of residents provided transportation to social and recreational activities	0	1,270
Number of residents participating in Connector Card Program	Not Available	Not Available